

## LISTING OF THE CLAIMS

The following listing, if entered, replaces all prior versions of the claims in the present application.

1. **(Currently Amended)** A method comprising:  
obtaining an event communicated to a communication server via an incoming  
communication channel of a plurality of communication channels, wherein  
the communication server is communicatively coupled to the plurality of  
communication channels via a plurality of channel drivers,  
the communication server instantiates a client object,  
a channel driver of the plurality of channel drivers instantiates a driver  
object,  
the driver object instantiates a service object wherein  
the service object is specific to a first media type,  
the service object communicates with the client object,  
each communication channel of the communication channels has a media type,  
at least two communication channels of the communication channels have  
different media types, and  
the event corresponds to a work item available via the incoming communication  
channel;  
providing a notification of the work item via a user interface, wherein  
the user interface comprises a web browser;  
receiving an activation of a work item object of the user interface, wherein  
the work item object is associated with the work item,  
the activation of the work item object is associated with selecting one  
communication channel of the plurality of communication channels, and  
the work item object is activated by an agent;  
identifying one or more parameters ~~associated with~~ necessary for a command, wherein  
the command is associated with the activation of the work item object, and  
the identifying the ~~command~~ one or more parameters comprises the  
communication server accessing a command parameter table;

identifying **[[a]] the** channel driver, wherein  
the channel driver is configured to execute the command, **and**  
the identifying the channel driver comprises the communication server accessing  
a command table, **and**  
**the command table specifies a command identifier and a channel driver;** and  
causing the channel driver to issue the command from the communication server to an  
outgoing communication channel of the communication channels.

2. (Original) The method of claim 1 wherein  
the incoming communication channel and the outgoing communication channel are the  
same.

3. (Original) The method of claim 1 further comprising:  
performing the command, wherein the command is performed by the outgoing  
communication channel.

4. (Original) The method of claim 1 wherein  
the providing the notification includes providing the notification in real time with the  
obtaining the event.

5. (Previously Presented) The method of claim 1 wherein  
the providing the notification includes invoking a notification module of the user  
interface.

6. (Original) The method of claim 1 wherein  
the activation of the work item object is associated with an accept work item command.

7. (Original) The method of claim 1 wherein  
the activation of the work item object is associated with a release work item command.

8. (Previously Presented) The method of claim 1 further comprising:  
sending the command to the channel driver.

9. (Previously Presented) The method of claim 8 wherein the sending the command to the channel driver comprises obtaining the command from the user interface by a communication server, wherein the communication server sends the command to the channel driver.

10. (Previously Presented) The method of claim 1 wherein the sending the command comprises sending the command to the channel driver for the incoming communication channel if the incoming communication channel and the outgoing communication channel are the same.

11-12. Cancelled

13. **(Currently Amended)** A method comprising:  
 obtaining an event communicated to a communication server via an incoming communication channel of a plurality of communication channels, wherein the communication server is communicatively coupled to the plurality of communication channels via a plurality of channel drivers,  
**the communication server instantiates a client object,**  
**a channel driver of the plurality of channel drivers instantiates a driver object,**  
**the driver object instantiates a service object wherein**  
**the service object is specific to a first media type,**  
**the service object communicates with the client object,**  
 each communication channel of the communication channels has a media type,  
 and  
 at least two of the communication channels have different media types;  
 providing a notification of the event via the user interface, wherein the user interface comprises a web browser;  
 receiving an activation of a command object of the user interface, wherein the activation of the command object is received from one communication channel of the plurality of communication channels, and

the command object is activated by an agent;  
 identifying one or more parameters ~~associated with~~ **necessary for** a command associated  
 with the activation of the command object, wherein  
 the identifying the ~~command~~ **one or more parameters** comprises the  
 communication server accessing a command parameter table;  
 identifying **[[a]] the** channel driver, wherein  
 the ~~cannel~~ **channel** driver is configured to execute the command, and  
 the identifying the channel driver comprises the communication server accessing  
 a command table, **and**  
**the command table specifies a command identifier and a channel driver;** and  
 causing the channel driver to issue the command from the communication server to an  
 outgoing communication channel of the communication channels.

14-16. Cancelled

17. **(Currently Amended)** A computer program product comprising:  
 an obtaining module to obtain an event communicated to a communication server via an  
 incoming communication channel of a plurality of communication channels,  
 wherein  
 the communication server is communicatively coupled to the plurality of  
 communication channels via a plurality of channel drivers,  
**the communication server is configured to instantiate a client object,**  
**a channel driver of the plurality of channel drivers is configured to**  
**instantiate a driver object**  
**the driver object is configured to instantiate a service object, wherein**  
**the service object is specific to a first media type,**  
**the service object is configured to communicate with the client object,**  
 each communication channel of the communication channels has a media type,  
 at least two of the communication channels have different media types, and  
 the event corresponds to a work item;  
 a notification module to provide a notification of the work item via a user interface,

wherein  
 the user interface comprises a web browser;  
 a work item object, wherein  
 the work item object is associated with the work item;  
 a receiving module to receive an activation of the work item object, wherein  
 the activation of the work item object is further associated with selecting one  
 communication channel of the plurality of communication channels  
 the work item object is activated by an agent,  
 the activation of the work item object causes a channel driver configured to  
 execute the command to be identified; and  
 the channel driver issues the command from the communication server to an  
 outgoing communication channel of the plurality of communication  
 channels;  
 a first identifying module to identify one or more parameters ~~associated with~~ **necessary**  
**for** the command, wherein  
 the communication server comprises the first identifying module,  
 the command is associated with the activation of the work item object, and  
 the first identifying module comprises a first accessing module for accessing a  
 command parameter table;  
 a second identifying module to identify the channel driver associated with the command,  
 wherein  
 the communication server comprises the second identifying module, and  
 the second identifying module comprises a second accessing module for accessing  
 a command table, **and**  
**the command table specifies a command identifier and a channel driver**; and  
 a physical computer readable medium, configured to store the computer program product.

18. (Previously Presented) The computer program product of claim 17,  
 wherein the incoming communication channel and the outgoing communication channel  
 are the same.

19. **(Currently Amended)** A computer program product comprising:  
a notification object to provide a notification of an event communicated to a  
communication server via an incoming communication channel of a plurality of  
communication channels, wherein  
the communication server is communicatively coupled to the plurality of  
communication channels via a plurality of channel drivers,  
**the communication server is configured to instantiate a client object,**  
**a channel driver of the plurality of channel drivers is configured to**  
**instantiate a driver object,**  
**the driver object is configured to instantiate a service object, wherein**  
**the service object is specific to a first media type,**  
**the service object is configured to communicate with the client object,**  
each communication channel of the communication channels has a media type,  
and  
at least two of the communication channels have different media types;  
a command object, wherein  
activation of the command object is associated with a command,  
the activation of the command object is received from one communication  
channel of the plurality of communication channels,  
the activation of the command object causes a channel driver configured to  
execute the command to be identified,  
the command object is activated by an agent, and  
the channel driver issues the command from the communication server to an  
outgoing communication channel of the communication channels;  
a first identifying module to identify the one or more parameters ~~associated with~~  
**necessary for** command, wherein  
the communication server comprises the first identifying module,  
the command is associated with the activation of the work item object, and  
the first identifying module comprises a first accessing module for accessing a  
command parameter table;  
a second identifying module to identify the channel driver associated with the command,

wherein  
the communication server comprises the second identifying module, and  
the second identifying module comprises a second accessing module for accessing  
a command table, **and**  
**the command table specifies a command identifier and a channel driver;** and  
a physical computer readable medium, configured to store the computer program product.

20. (Previously Presented) The computer program product of claim 19  
wherein  
the incoming communication channel and the outgoing communication channel are the  
same.

21. **(Currently Amended)** A computer system comprising:  
a processor;  
a display, coupled to the processor;  
computer readable medium coupled to the processor; and  
computer code, encoded in the computer readable medium,  
configured to cause the processor to communicate using at least one  
communication channel of a plurality of communication channels,  
wherein  
the processor is communicatively coupled to the plurality of  
communication channels via a plurality of channel drivers,  
**a channel driver of the plurality of channel drivers is configured to**  
**instantiate a driver object,**  
**the driver object is configured to instantiate a service object, wherein**  
**the service object is specific to a first media type,**  
**the service object is configured to communicate with a client object,**  
each communication channel of the communication channels has a media  
type, and  
at least two of the communication channels have different media types,  
by virtue of being configured to cause the processor to:

obtain an event communicated **to a communication server** via an incoming communication channel of the communication channels, wherein

**the communication server is configured to instantiate the client object,**

the event corresponds to a work item available via the incoming communication channel;

provide a notification of the work item via a user interface presented on the display wherein

the user interface comprises a web browser;

receive an activation of a work item object of the user interface, wherein

the work item object is associated with the work item,

the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels,

the work item object is activated by an agent,

the activation of the work item object causes a channel driver configured to execute a command associated with the activation of the work item object to be identified, and

the channel driver issues the command associated with the activation of the work item object to an outgoing communication channel of the communication channels;

identify one or more parameters ~~associated with~~ **necessary for** the command associated with the activation of the work item object; wherein

the computer code configured to cause the processor to identify the **command one or more parameters** comprises computer code to cause the processor to access a command parameter table, and

identify the channel driver associated with the command, wherein

the computer code configured to cause the processor to identify the



channel driver comprises computer code to cause the processor to access a command table, **and the command table specifies a command identifier and a channel driver.**

22. (Currently Amended) A computer program product comprising:  
a database comprising:
- a communication channel table comprising information regarding a communication channel;
  - a command table comprising information regarding a user interface object of a user interface wherein  
**the command table specifies a command identifier and a channel driver,**  
the user interface is used to communicate via the communication channel,  
the user interface comprises a web browser,  
the information regarding the user interface object comprises a command associated with activation of the user interface object, and  
the activation of the user interface object is received from one communication channel of the plurality of communication channels;
  - a channel driver table comprising information regarding a channel driver **of a plurality of channel drivers** that controls the operation of the communication channel and is operable to provide an event from the communication channel **to a communication server** and to issue the command to the communication channel, **wherein the channel driver of the plurality of channel drivers is configured to instantiate a driver object,**  
**the driver object is configured to instantiate a service object, wherein the service object is specific to a first media type,**  
**the service object is configured to communicate with a client object,**  
**and**

**the communication server is configured to instantiate the client**

**object;**

an event table comprising information regarding the event; and  
 a command parameter table comprising information regarding one or more  
 parameters ~~associated with~~ **necessary for** the command;  
 and  
 instructions to access the communication channel table, the command table, the channel  
 driver table, the event table, and the command table to communicate via the  
 communication channel; and  
 a physical computer readable medium, configured to store the computer program product.

23. (Previously Presented) The computer program product of claim 22,  
 wherein  
 the communication channel table provides access to:  
 a channel ID of the communication channel;  
 a media type of the communication channel; and  
 a configuration ID of a configuration to which the communication channel belongs.

24. (Previously Presented) The computer program product of claim 22,  
 wherein  
 the event table provides access to  
 an event ID of the event;  
 an event name of the event; and  
 a channel driver ID of the channel driver.

25. (Previously Presented) The computer program product of claim 22,  
 wherein  
 the command table provides access to:  
 a command ID of the command;  
 a command name of the command; and  
 a channel driver ID of the channel driver.

26. (Previously Presented) The computer program product of claim 22, wherein said channel driver table comprises:  
a channel driver ID of the channel driver;  
a media type of the communication channel;  
a file name of the channel driver; and  
a media string that allows a media service associated with the channel driver to be invoked.
27. Cancelled.
28. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with selecting from a list of a plurality of work items.
29. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with one of a suspend work item command and a retrieve work item command.
30. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with an initiate work item command.
31. (Previously Presented) The method of claim 1 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.
32. (Previously Presented) The method of claim 1 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;  
and further comprising:  
determining one agent of the agents to be notified of the event, wherein the providing the

notification comprises providing the notification to the one agent via the user interface associated with the one agent.

33. (Previously Presented) The method of claim 1 further comprising:  
determining the command to be issued from a context of the work item object when the work item object is activated.

34. (Previously Presented) The computer program product of claim 17, further comprising:  
a causing module to cause the command to be issued to the outgoing communication channel.

35. (Previously Presented) The computer program product of claim 17, further comprising:  
an assignment module to determine an assignment of an agent to the work item.

36. (Previously Presented) The computer program product of claim 22,  
wherein  
the channel driver table comprises information regarding a plurality of channel drivers.

37. (Previously Presented) The computer program product of claim 22,  
wherein  
the communication channel table comprises information regarding a plurality of communication channels.

38. (Canceled)

39. **(Currently Amended)** A computer program product comprising:  
a user interface object, wherein  
the user interface object is displayed using a user interface comprising a web browser;  
a receiving module configured to receive an activation of the user interface object,

wherein  
 each communication channel of a plurality of communication channels has a  
     media type,  
 at least two communication channels of the communication channels have  
     different media types,  
 the activation of the user interface object is received at a communication server,  
     from one communication channel of the plurality of communication  
     channels,  
 the communication server is communicatively coupled to the communication  
     channels via a plurality of channel drivers,  
**the communication server is configured to instantiate a client object,**  
**a channel driver of the plurality of channel drivers is configured to**  
**instantiate a driver object,**  
**the driver object is configured to instantiate a service object, wherein**  
**the service object is specific to a first media type,**  
**the service object is configured to communicate with the client object,**  
 the user interface object is activated by an agent,  
 the activation of the user interface object is associated with a command,  
 the activation of the user interface object causes a channel driver associated with  
     the command to be identified, **wherein**  
**the identifying comprises the communication server accessing a**  
**command table, and**  
**the command table specifies a command identifier and a channel**  
**driver;**  
 an accessing module configured to access a command parameter table comprising  
     one or more parameters ~~associated with~~ **necessary for** the command associated  
     with the activation of the user interface object;  
 a channel driver module configured to cause the channel driver to issue the command  
     from the communication server to an outgoing communication channel of the  
     communication channels; and  
 a physical computer readable medium storing the modules of the computer program

product.

40. (Previously Presented) The computer program product of claim 39 further comprising:

an event handling module configured to handle an event from an incoming communication channel of the communication channels.

41. (Previously Presented) The computer program product of claim 40 further comprising:

a notifying module configured to provide a notification of the event.

42. (Previously Presented) The computer program product of claim 40 further comprising:

a responding module configured to perform an event response to the event.

43. (Previously Presented) The computer program product of claim 39 further comprising:

a status object;

a status updating module configured to update a status of an agent using the user interface to one of ready and not ready when the status object is activated.

44. (Previously Presented) The computer program product of claim 39 further comprising:

a status changing module configured to change a status of an agent using the user interface to one of ready and not ready.

45. (Previously Presented) The computer program product of claim 39 further comprising:

an assigning module configured to assign an agent to receive a notification of an event;

and

a notifying module configured to provide the notification to the agent.

46. **(Currently Amended)** A computer program product comprising:  
a database comprising:  
a command table comprising information regarding a user interface object of a  
user interface used to communicate with a communication channel,  
wherein  
**the command table specifies a command identifier and a channel  
driver,**  
the user interface comprises a web browser,  
the information regarding the user interface object comprises a command  
associated with activation of the user interface object,  
the activation of the user interface object is received at a communication  
server, from one communication channel of a plurality of  
communication channels, and  
the communication server is communicatively coupled to the  
communication channels via a plurality of channel drivers,  
**the communication server is configured to instantiate a client object,**  
**a channel driver of the plurality of channel drivers is configured to**  
**instantiate a driver object,**  
**the driver object is configured to instantiate a service object, wherein**  
**the service object is specific to a first media type,**  
**the service object is configured to communicate with the client object;**  
**a command parameter table, wherein**  
**the command parameter table specifies one or more parameters necessary**  
**for a command;**  
instructions to access the command table when the user interface is to display information  
related to a communication via the communication channel;  
**instructions to access the command parameter table;**  
instructions to cause a channel driver to issue the command from the communication  
server to an outgoing communication channel of the communication channels;  
and  
a physical computer readable medium, configured to store the computer program product.

47. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:  
a communication channel table comprising information regarding the communication channel.

48. (Previously Presented) The computer program product of claim 47, wherein the communication channel table comprises information about a plurality of communication channels.

49. (Previously Presented) The computer program product of claim 48 wherein the database further comprises:  
a channel driver table comprising information about a plurality of channel drivers,  
wherein each channel driver of the channel drivers controls the operation of one communication channel of the communication channels.

50. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:  
a channel driver table comprising information about a channel driver that controls the operation of the communication channel.

51. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:  
a command table comprising information regarding a command sent to the communication channel.

52. (Previously Presented) The computer program product of claim 46 wherein the database further comprises:  
an event table comprising information regarding an event originating in response to a communication received from the communication channel.

53. (Previously Presented) The computer program product of claim 52 wherein the database further comprises:



an event response table comprising information regarding an event response to be performed in response to the event.

54. **(Currently Amended)** A computer program product comprising:  
 a database comprising:  
 a command table, wherein the command table comprises information regarding a user interface object of a user interface used to communicate via a communication channel, wherein  
 the user interface comprises a web browser,  
 the information regarding the user interface object comprises a command associated with activation of the user interface object,  
 the activation of the user interface object is received at a communication server, from one communication channel of the plurality of communication channels, and  
 the communication server is communicatively coupled to the communication channels via a plurality of channel drivers,  
the communication server is configured to instantiate a client object,  
a channel driver of the plurality of channel drivers is configured to instantiate a driver object,  
the driver object is configured to instantiate a service object, wherein  
the service object is specific to a first media type,  
the service object is configured to communicate with the client object;  
a command parameter table, wherein  
the command parameter table specifies one or more parameters  
necessary for a command; and  
 a communication channel table, wherein the communication channel table comprises information regarding the communication channel associated with the user interface object;  
 first instructions configured to access the command table, the command parameter table, and the communication channel table to communicate via the communication channel;

second instructions configured to cause a channel driver to issue the command from the communication server to an outgoing communication channel of the communication channels; and  
a physical computer readable medium, configured to store the computer program product.

55. (Previously Presented) The computer program product of claim 54 wherein  
the command table further comprises information regarding an action to be performed when the user interface object is activated.

56. (Previously Presented) The computer program product of claim 55 wherein  
the action comprises issuing a command to the communication channel.

57. (Previously Presented) The computer program product of claim 55 wherein  
the action comprises setting an agent status to one of ready and not ready.

58. (Previously Presented) The computer program product of claim 54 wherein  
the user interface object further comprises a notification object.

59. **(Currently Amended)** A computer program product comprising:  
a user interface comprising at least one user interface object configured to be activated by an agent, wherein  
activation of one of the at least one user interface object is associated with issuing a command to one communication channel of a plurality of communication channels,  
the activation of the user interface object is received at a communication server, from the one communication channel of the plurality of communication channels, wherein  
the communication server is communicatively coupled to the

communication channels via a plurality of channel drivers,  
the communication server instantiates a client object,  
a channel driver of the plurality of channel drivers instantiates a driver  
object,  
the driver object instantiates a service object wherein  
the service object is specific to a first media type,  
the service object communicates with the client object,  
each communication channel of the communication channels has a media type,  
at least two communication channels of the communication channels have  
different media types, and  
the activation causes the communication server to identify a channel driver  
configured to execute the command;  
an accessing module configured to access a command table comprising information  
regarding the at least one user interface object, wherein  
the information regarding the at least one user interface object comprises a  
respective command associated with activation of each user interface  
object;  
a second accessing module configured to access a command parameter table,  
wherein  
the command parameter table specifies one or more parameters necessary  
for a command;  
a channel driver module configured to cause the channel driver to issue the command  
from the communication server to an outgoing communication channel of the  
communication channels; and  
a physical computer readable medium storing the computer program product.

60. (Previously Presented) The computer program product of claim 59  
wherein  
the user interface is configured to communicate with a communication server, and  
the communication server causes the command to be issued to the one communication  
channel.

61. (Previously Presented) The computer program product of claim 60 wherein the communication server further receives an indication of activation of the user interface object.

62. (Previously Presented) The computer program product of claim 59 wherein the channel driver is communicatively coupled to the one communication channel to issue the command.

63. (Previously Presented) The computer program product of claim 59 wherein the channel driver is one of a plurality of channel drivers, wherein each channel driver of the channel drivers is associated with an associated communication channel of the plurality of communication channels.

64. (Previously Presented) The computer program product of claim 59 further comprising:  
a database comprising:

- a command parameter table comprising information regarding the command; and
- a command table comprising information regarding the user interface object and the command to be issued upon activation of the user interface object.

65. (Previously Presented) The computer program product of claim 64 wherein the database further comprises:

- a configuration table comprising information regarding a configuration for a user of the user interface, wherein the configuration determines whether the command is available to the user.

66. (Previously Presented) The computer program product of claim 64 wherein

the command parameter table and the command table are accessed to cause the channel driver to issue the command.

67. **(Currently Amended)** An apparatus for communicating comprising:  
 obtaining means for obtaining an event communicated to a communication server via an incoming communication channel of a plurality of communication channels,  
 wherein  
 the communication server is communicatively coupled to the communication channels via a plurality of channel drivers,  
**the communication server instantiates a client object,**  
**a channel driver of the plurality of channel drivers instantiates a driver object,**  
**the driver object instantiates a service object wherein**  
**the service object is specific to a first media type,**  
**the service object communicates with the client object,**  
 each communication channel of the communication channels has a media type,  
 at least two communication channels of the communication channels have different media types, and  
 the event corresponds to a work item available via the incoming communication channel;  
 notifying means for providing a notification of the work item via a user interface,  
 wherein  
 the user interface comprises a web browser;  
 receiving means for receiving an activation of a work item object of the user interface,  
 the work item object being associated with the work item, wherein  
 the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels,  
 the work item object is activated by an agent,  
 the activation of the work item object causes a channel driver configured to execute a command associated with the activation of the work item object to be identified, and

the channel driver issues the command associated with the activation of the work item object from the communication server to an outgoing communication channel of the communication channels; ~~and~~  
 accessing means for accessing a command table comprising information regarding the work item object, wherein  
 the information regarding the work item object comprises the command associated with the activation of the work item object; and  
second accessing means for accessing a command parameter table, wherein  
the command parameter table specifies one or more parameters necessary  
for a command.

68. (Previously Presented) The apparatus of claim 67 wherein the incoming communication channel and the outgoing communication channel are the same.

69. (Previously Presented) The apparatus of claim 67 wherein the command is performed by the outgoing communication channel.

70. (Previously Presented) The apparatus of claim 67 wherein the notifying means comprise real-time notifying means for providing the notification in real time with the obtaining the event.

71. (Previously Presented) The apparatus of claim 67 wherein the notifying means comprises invoking means for invoking a notification module of the user interface.

72. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with an accept work item command.

73. (Previously Presented) The apparatus of claim 67 wherein the activation of the work item object is associated with a release work item command.

74. (Previously Presented) The apparatus of claim 67 further comprising:  
sending means for sending the command to the channel driver.
75. (Previously Presented) The apparatus of claim 74 wherein  
the sending means comprise command obtaining means for obtaining the command from  
the user interface by a communication server, wherein the communication server  
sends the command to the channel driver.
76. (Previously Presented) The apparatus of claim 67 wherein  
the sending means send the command to the channel driver for the incoming  
communication channel if the incoming communication channel and the outgoing  
communication channel are the same.
77. (Cancelled)
78. (Previously Presented) The apparatus of claim 67 wherein  
the activation of the work item object is associated with selecting from a list of a plurality  
of work items.
79. (Previously Presented) The apparatus of claim 67 wherein  
the activation of the work item object is associated with one of a suspend work item  
command and a retrieve work item command.
80. (Previously Presented) The apparatus of claim 67 wherein  
the activation of the work item object is associated with an initiate work item command.
81. (Previously Presented) The apparatus of claim 67 wherein  
the activation of the work item object is associated with one of a blind transfer of work  
item command, a consultative transfer of work item command, and a conference  
command.
82. (Previously Presented) The apparatus of claim 67 wherein

the user interface comprises a plurality of user interfaces, wherein  
 each user interface of the user interfaces is associated with an agent of a plurality  
 of agents;

and further comprising:

agent determining means for determining one agent of the agents to be notified of the  
 event, wherein the providing the notification comprises providing the notification  
 to the one agent via the user interface associated with the one agent.

83. (Previously Presented) The apparatus of claim 67 wherein  
 the issuing means comprise command determining means for determining the command  
 to be issued from a context of the work item object when the work item object is  
 activated.

84. (Currently Amended) An apparatus comprising:  
 obtaining means for obtaining an event communicated to a communication server via an  
 incoming communication channel of a plurality of communication channels,  
 wherein  
 the communication server is communicatively coupled to the communication  
 channels via a plurality of channel drivers,

**the communication server instantiates a client object,**

**a channel driver of the plurality of channel drivers instantiates a driver  
 object,**

**the driver object instantiates a service object wherein**

**the service object is specific to a first media type,**

**the service object communicates with the client object,**

each communication channel of the communication channels has a media type,  
 and

at least two of the communication channels have different media types;

notifying means for providing a notification of the event via the user interface, wherein  
 the user interface comprises a web browser;

receiving means for receiving an activation of a command object of the user interface, the



command object being associated with a command related to the event, wherein the activation of the command object is received from one communication channel of the plurality of communication channels, the command object is activated by an agent, the receiving the activation causes a channel driver comprising the command to be identified, and the channel driver issues the command from the communication server to an outgoing communication channel of the communication channels; **and** accessing means for accessing a command table comprising information regarding the command object, wherein the information regarding the command object comprises the command associated with the activation of the command object; **and**  
**second accessing means for accessing a command parameter table, wherein the command parameter table specifies one or more parameters necessary for a command.**

85. (Currently Amended) A computer program product comprising: obtaining instructions to obtain an event communicated to a communication server via an incoming communication channel of a plurality of communication channels, wherein the communication server is communicatively coupled to the communication channels via a plurality of channel drivers,  
**the communication server instantiates a client object,**  
**a channel driver of the plurality of channel drivers instantiates a driver object,**  
**the driver object instantiates a service object wherein**  
**the service object is specific to a first media type,**  
**the service object communicates with the client object,**  
each communication channel of the communication channels has a media type, at least two communication channels of the communication channels have different media types, and

the event corresponds to a work item available via the incoming communication channel;

notifying instructions to provide a notification of the work item via a user interface,

wherein

the user interface comprises a web browser;

receiving instructions to receive an activation of a work item object of the user interface,

the work item object being associated with the work item, wherein

the activation of the work item object is associated with selecting one

communication channel of the plurality of communication channels,

the work item object is activated by an agent,

the activation of the work item object causes a channel driver configured to

execute a command associated with the activation to be identified, and

the channel driver issues the command associated with the activation of the work item object from the communication server to an outgoing communication channel of the communication channels; and

accessing instructions to access a command table comprising information regarding the work item object, wherein

the information regarding the work item object comprises the command associated with the activation of the work item object;

**second accessing instructions to accessing a command parameter table, wherein**

**the command parameter table specifies one or more parameters necessary**

**for a command;** and

a computer-readable storage medium, configured to store the computer program product.

86. (Previously Presented) The computer program product of claim 85 wherein

the obtaining instructions are capable of obtaining the event when the incoming communication channel and the outgoing communication channel are the same.

87. (Previously Presented) The computer program product of claim 85 wherein the command is performed by the outgoing communication channel.

88. (Previously Presented) The computer program product of claim 85 wherein the notifying instructions comprise real-time notifying instructions to provide the notification in real time with the obtaining the event.

89. (Previously Presented) The computer program product of claim 85 wherein the notifying instructions comprise invoking instructions to invoke a notification module of the user interface.

90. (Previously Presented) The computer program product of claim 85 wherein the activation of the work item object is associated with an accept work item command.

91. (Previously Presented) The computer program product of claim 85 wherein the activation of the work item object is associated with a release work item command.

92. (Previously Presented) The computer program product of claim 85 further comprising:  
sending instructions for sending the command to the channel driver.

93. (Previously Presented) The computer program product of claim 85 the sending instructions further comprise command obtaining instructions for the command from the user interface by a communication server, wherein the communication server sends the command to the channel driver.

94. (Previously Presented) The computer program product of claim 85 further comprising:  
sending instructions for sending the command to the channel driver for the incoming communication channel if the incoming communication channel and the outgoing communication channel are the same.

95. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with selecting one communication channel of the plurality of communication channels.
96. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with selecting from a list of a plurality of work items.
97. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with one of a suspend work item command and a retrieve work item command.
98. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with an initiate work item command.
99. (Previously Presented) The method of claim 13 wherein the activation of the command object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.
100. (Previously Presented) The method of claim 13 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;  
and further comprising:  
determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.
101. (Previously Presented) The method of claim 13 further comprising:  
determining the command to be issued from a context of the command object when the command object is activated.